



Solicitation Information
4 Aug 03

LOI # B02775

Title: Computer Training Services (Master Price Agreement # 229)

OPENING DATE AND TIME: 9 Sept 03 @ 2:20 PM

PRE-BID/ PROPOSAL CONFERENCE: Yes DATE: 25 Aug 03 TIME: 2:30 PM

MANDATORY : No

LOCATION: Department of Administration, Division of Purchases (2nd fl), One Capitol Hill, Providence, RI

SURETY REQUIRED: No

BOND REQUIRED: No

Jerome D. Moynihan, C.P.M., CPPO
Administrator of Purchasing Systems

Vendors must register on-line at the State Purchasing Website at
www.purchasing.state.ri.us.

NOTE TO VENDORS:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

Introduction

The Rhode Island Department of Administration / Division of Purchases, on behalf of the Department of Administration / Office of Library and Information Services and the Office of Training and Development is soliciting proposals from qualified vendors to provide training for a variety of standard off the shelf software products to end users, application developers, server administrators and network administrators in a variety of formats in accordance with the terms of this solicitation and the State's General Conditions of Purchase (which is available at www.purchasing.state.ri.us).

It is the intent of the State to use this solicitation to establish a qualified vendor list for a three-year Master Price Agreement, administered by the Office of Library and Information Services, commencing on, or about 1 OCT 03, which represents the end of the current MPA # 229.

This is a Request for Letters of Interest, not an Invitation for Bid: responses will be evaluated on the basis of the relative merits of the proposal, in addition to price; there will be no public opening and reading of responses received by the Office of Purchases pursuant to this Request, other than to name those offerors who have submitted proposals.

Instructions And Notifications To Offerors:

- ☞ Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- ☞ Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- ☞ All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content, shall be borne by the offeror. The State assumes no responsibility for these costs.
- ☞ Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- ☞ All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- ☞ Proposals misdirected to other State locations or which are otherwise not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. PROPOSALS FAXED OR E-MAILED TO THE STATE WILL NOT BE CONSIDERED. The official time clock is located in the Reception Area of the Division of Purchases, One Capitol Hill, Providence, RI.
- ☞ It is intended that an award pursuant to this Request will be made to a prime contractor, who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal, and the subcontractor(s) proposed to be used are identified in the proposal.
- ☞ In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation (a corporation without a Rhode Island business address) shall have the right to

transact business in the state until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401 222-3040). *This is a requirement only of the selected vendor (s).*

- ☞ Bidders are advised that all materials submitted to the State of Rhode Island for consideration in response to this Request for Proposals will be considered to be public records, as defined in Title 38 Chapter 2 of the Rhode Island General Laws, without exception, and will be released for inspection immediately upon request, once an award has been made.

Qualifications

To be considered qualified, offerors must demonstrate through references, staff resumes, certifications (eg. MSCA, CNE, accreditation by relevant authorities), operational strategies, and other means of description, their competence in the following:

General Qualifications

- ☞ End User Training, including development of materials and classroom experiences
- ☞ Application Development Training, including development of materials and classroom experiences
- ☞ Network Administration Training, including development of materials and classroom experiences

Vendor Business Requirements

- ☞ References of work performed.
- ☞ Quality Guarantee: The vendor guarantees that work performed will meet specifications and will be subject to Quality Assurance review by the state. Non-compliance will result in non-payment for services.
- ☞ The state has the option to hire contracted staff after a period of six months at no charge or penalty.

Scope of Work

The State of Rhode Island is seeking to qualify vendors to supply training for both end users of and technical staff on a variety of off the shelf software applications in a variety of media and venues. In many cases, this training and support will be customized to meet the specific needs to be outlined in scope of work proposals prepared for each engagement sought under this agreement. The training will include but not be limited to:

Training Topics:

- ☞ End User training, including introduction(s) to PC use, operating systems, productivity tools and Web authoring tools delineated in RI state minimum desktop standards, such as:
 - ☐ Windows 95, NT, Windows2000, Windows XP
 - ☐ Microsoft Office (Word, Excel, Access, PowerPoint, Photo Editor, etc.)
 - ☐ Microsoft Front Page
 - ☐ Microsoft Project
 - ☐ Dreamweaver
 - ☐ Novell GroupWise
 - ☐ Netscape Navigator
 - ☐ Microsoft Internet Explorer
 - ☐ Other productivity and Web authoring tools
- ☞ Technical Staff training in application development, including advanced utilization of end user tools, and such development and scripting languages as:

- ☐ Visual Basic
- ☐ Java
- ☐ XML
- ☐ PHP
- ☐ Pearl Script

☞ Technical Staff training in server/network administration, for example:

- ☐ Microsoft NT/Windows2000 server
- ☐ Microsoft Back Office Applications
- ☐ Novell NetWare
- ☐ Novell GroupWise, ManageWise, ZENworks
- ☐ Novell BorderManager, FireWall
- ☐ Netscape Server/Apache server, etc.
- ☐ Unix administration

Media/venues

☞ Classroom Training at state training facilities: Training for standard software packages will have up to 15 people in attendance at a time. The trainer will frequently be required to adapt the curriculum to accommodate the customary usage of the software involved among those to be trained. Customization will be specified in scope of work statements prior to each engagement. Offerors should bid standard training packages and increments to accommodate customization and/or per training hour per student.

☞ Classroom Training at vendor's facility: will be designed to specifications as needed. Offerors should bid standard training packages and/or per training hour per student and/or per hour use of facility.

☞ Other training: Including (examples):

- ☐ self-study materials,
- ☐ training database design and content,
- ☐ Audiovisual (AV) self study packages
- ☐ computer based (CBT) and web based training
- ☐ distance learning opportunities.
- ☐ coaching/tutoring, especially for technical staff

Offeror should list and describe offerings and bid per offeror-defined unit.

☞ Reference material and documentation: Including procedure guides, job aids, and "cheat sheets", in hard copy and electronic form and on line help assistance for users.

Costs for the above services must be itemized and indicated on the attached cost sheet. Additional offerings may be added provided the format of the attached cost sheet is preserved. Where cost basis units of measurement are not stipulated (eg., per training hour per student), offeror must define appropriate cost basis units.

Conference & Submission

A Pre-proposal Conference, for the purpose of clarifying the scope and intent of this requirement, as well as the evaluative criteria to be employed in the review of responses to this Request, will be conducted on **25 Aug 03 @ 2:30 PM** at The Department of Administration / Division of Purchases (Bid Room, 2nd floor), One Capitol Hill, Providence, RI 02908

A summary of the information discussed at this meeting will be posted on the internet, at www.purchasing.state.ri.us, as an addendum to LOI B02775. It is the responsibility of all interested

parties to download the information. For technical assistance, call the Helpline at (401) 222-2142, ext 134.

Interested offerors may submit proposals to provide the services covered by this Request **on or before 9 Sept 03 @ 2:20 PM**. Proposals received after this time and date will not be considered.

Responses (an original plus five copies) should be mailed or hand-delivered in a sealed envelope marked "LOI # B02775 Computer Training Services" to

By Courier:

RI Dept. of Administration
Division of Purchases, 2nd floor
One Capitol Hill
Providence, RI 02908-5855

By Mail:

R.I. Department of Administration
Division of Purchases
P.O. Box 6528
Providence, RI 02940-6528

NOTE: Proposals received after the above-referenced due date and time will not be considered. Proposals misdirected to other State locations or which are otherwise not presented in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. The official time clock is located in the reception area of the Division of Purchases.

Proposals must include the following:

- ☞ A completed and signed R.I.V.I.P.generated bidder certification cover form (downloaded from the R.I. Division of Purchases Internet home page at <http://www.purchasing.state.ri.us>)
- ☞ A signed Cost Proposal reflecting the hourly rate (or package pricing where applicable) proposed for this scope of services, **Bidders must offer separate pricing for Term 1, Term 2, and Term 3**. If only one price appears, that price will remain constant for the life of the agreement. Bidder must include **pricing in hard copy and on disk (Microsoft Excel)**
- ☞ A Technical Proposal describing the background, qualification, methodology and experience with and for similar programs,
- ☞ A completed and signed W-9 Taxpayer Identification Number and Certification Form, which may be downloaded from www.purchasing.state.ri.us Call the Helpline at 401 222-2142, ext 134 if computer technical assistance is needed.

Evaluation and Selection

Only offerors who can demonstrate that they meet the General Requirements and Vendor Business Requirements above will be considered for selection. Offerors may bid one, some or all of the topics and/or media/venues listed above and on the attached cost sheet.

The State will commission a Technical Review Committee, which will evaluate and score all proposals, using the following criteria:

<input type="checkbox"/> Qualifications, and Capacity of training staff	35 points
<input type="checkbox"/> Qualifications of the Offeror (including methods, experience, etc.)	35 points
<input type="checkbox"/> Business Capability, and Capacity of the offeror	10 points
<input type="checkbox"/> Cost (Complete attached matrix)	20 Points
<input type="checkbox"/> Total	100 Points

Submissions must receive a minimum of 75 points to qualify for inclusion in this Master Price Agreement. Once the M.P.A. is established, the Office of Library and Information Services will assist the using State Agency in selection of an appropriate vendor and negotiation of an appropriate scope of work statement. The selection will be based on the need of the Agency and the expertise, cost, and availability of vendors on the Master Price Agreement. Inclusion on the Master Price Agreement is no guarantee of income.

Notwithstanding the foregoing, the State reserves the right not to award this contract or to award on the basis of cost alone, to accept or reject any or all proposals, and to award in its best interest.

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further

The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

Item	Unit	Cost/unit	Cost/unit	Cost/unit	Certification?*
		Term 1(\$)	Term 2(\$)	Term 3(\$)	(y/n)
End user training:					
<i>Classroom; state facility</i>					
<i>Classroom; vendor facility</i>					
<i>Other training</i>					
self-study					
Database					
AV					
CBT/WWW					
distance learning					
coaching/tutoring					
<i>reference material</i>					
Technical staff training I: Application Development:					
<i>Classroom; state facility</i>					
<i>Classroom; vendor facility</i>					
<i>Other training</i>					
self-study					
database					
AV					
CBT/WWW					
distance learning					
coaching/tutoring					
<i>reference material</i>					
Technical staff training I: Server/network administration:					
<i>Classroom; state facility</i>					
<i>Classroom; vendor facility</i>					
<i>Other training</i>					
self-study					
database					
AV					
CBT/WWW					
distance learning					
coaching/tutoring					
<i>reference material</i>					

*please list certification authorities (eg. Microsoft MCSE, Novell CNE, Cisco IE) in text portion of bid.